

“More Hot Tips”

Internet Explorer settings

You have encountered any of the following errors:

“HTTP 500”

“False”

“Your session has ended”

“Do you wish to debug”

Or

The site is running slow on your machine

Some of these options may have been disabled by your network administrator, so do not be alarmed if you do not find them.

- From the toolbar at the top of Internet Explorer, select **“TOOLS”** then select **“INTERNET OPTIONS”**.
- Select the **“GENERAL”** tab and then select **“SETTINGS”** under the Temporary Internet Files Section.
- On the settings page please select the option **“EVERY VISIT TO THE PAGE”**.
- Then select **OK**.
- Click on the **“DELETE COOKIES”** then click **OK**.
- Click on the **“DELETE FILES”** button. Click the box marked **“Delete all offline content”** and then click **“ok”**.
- Now access the **“SECURITY”** tab and click on the **“CUSTOM LEVEL”** button.
- Under Reset Custom Settings select **“MEDIUM”**.
- Now select the **“ADVANCED”** tab (if available)
- On the list of advanced options, locate **“Disable script debugging”** (under browsing) and verify that it is selected
- Locate the options (under security) **“Do not save encrypted pages to disk”** and make sure that option is selected
- Locate the next to last choice, **“Warn if changing between secure and not secure mode”** and verify it is **NOT** selected
- Click **APPLY** (if available)
- Click **OK**

Close any DAU windows you currently have open and then re-open a new Internet window without using any favorites links, quick links or links in an e-mail. Manually type <https://learn.dau.mil> and then enter your username and password to access your account. From your personal desktop click on the link to the course you are working on. The course should open and load successfully. If your course is still experiencing difficulties please see “Progress Not updating, Launching Please wait, and HTTP Errors” settings for more resolutions.

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Next Button not displaying in the CON courses

You are taking CON 110, 111, 112 and the “Next” button does not display after completing the Knowledge Reviews in a given lesson.

All of the Knowledge Reviews listed in a given lesson must be completed IN ORDER, in a SINGLE session, to unlock the “Next” button and proceed. Once your browser detects the Reviews were completed in a single session, it will "activate" the Next button.

Certificate not displaying on “Student Desktop” page.

You have finished all of the lessons of the course and passed the test with 100% however your course does not allow you to print or open the course certificate.

You must complete your “EOC Survey” or “Module Survey” after finishing your course for your certificate to be available. After you submit your survey, press the “Close Window” button above the Table of Contents, and then begin at Step 4 below to download your certificate. (If you experience technical difficulties with your course survey please contact the DAU Help Desk.

To download your certificate:

1. Access <https://learn.dau.mil>
2. Login to the Virtual Campus
3. After logging in, you are taken to your Student Desktop
4. On your Student Desktop, you will find the heading **“You have passed the following online courses.”**
5. Below the heading locate the course(s) you have passed.
6. Click on the link to the right of the course title “Download Official Certificate”.
7. A new window will open
8. “Right-Click to Download”
9. A menu will open, click "Save Target As"
10. Navigate the list of folders that you wish to save the certificate to.
11. Name the file and save.

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Cannot access the DAU Site from your dial up network

When access the <https://learn.dau.mil> site you see the message “Page cannot be displayed”

Now that the Virtual Campus is hosted on a military network, it is subject to the rules set by the military (Army) site, thereby blocking some commercial and foreign ISPs that may have been associated with improper activities. This has caused some students to experience difficulties connecting to our site.

If you are using dial-up, you can try to change the access number. This has had moderate success with some students, sometimes allowing one to connect to a different network within the same ISP. This access control is not in the hands of DAU, it's under the military base regulations

ACQ 101 course is only showing 0800 Meeting in the course topics menu

The courseware is not allowing you to continue through the 0800 meeting in any given lesson of this course.

Please see “Hot Tips” option listed under “**Progress not updating**”, **“Launching please wait...”**.